

4d. Measurement	
Percent Mechanized Completion Notifications Returned Within one Day Of Work Completion	
Definition:	
Percent Mechanized Completion Notifications Returned Within one Day	
Exclusions:	
Exclude Weekends and Holidays	
Business Rules:	
Days are calculated by subtracting the date the SOC was available to the CLEC via EDI/LEX minus the order completion date. If the CLEC accesses SWBT systems using a Service Bureau Provider, the measurement of SWBT's performance does not include Service Bureau Provider processing, availability or response time.	
Levels of Disaggregation:	
None	
Calculation:	Report Structure:
(# mechanized completion notifications returned to the CLEC within 1 day of work completion ÷ total mechanized completion notifications) * 100	Reported by CLEC and all CLECs and SWB Affiliate
Benchmark:	
97% - The critical z-value does not apply.	

5a. Measurement	
Percent POTS/UNE-P Trouble Report Within 10 Days (I-10) of Installation - POTS	
Definition:	
Percent of N, T, C orders that receive an electronic or manual trouble report on or within 10 calendar days of service order completion.	
Exclusions:	
<ul style="list-style-type: none"> Excludes subsequent reports. A subsequent report is a repair report that is received while an existing repair report is open on the same number. Excludes disposition code "13" reports (excludable reports) with the exception of code 1316 unless the report is taken prior to the completion of the service order. Excludes reports caused by customer provided equipment (CPE) or wiring Excludes trouble report received on the due date before service order completion 	
Business Rules:	
Includes reports received the day after SWBT personnel complete the service order through 10 calendar days after completion. The denominator for this measure is the total count of orders posted within the reporting month. (However, the denominator will at a minimum equal the numerator). The numerator is the number of trouble reports received within 10 days of service order completion. These will be reported the month that they are closed. This will include troubles taken on the day of completion found to be as a result of a UNE-P conversion.	
Levels of Disaggregation:	
<ul style="list-style-type: none"> N & T Orders C Orders <ul style="list-style-type: none"> POTS <ul style="list-style-type: none"> Field Work (FW) No Field Work (NFW) Business class of service Residence class of service UNE Combo <ul style="list-style-type: none"> Field Work (FW) No Field Work (NFW) 	
Calculation:	Report Structure:
(Count of initial electronic or manual trouble reports on or within 10 calendar days of service order completion ÷ total # of orders) * 100	Reported for POTS Resale by CLEC, total CLECs and SWBT
Benchmark:	

Resale POTS parity between Field Work compared to SWBT Field Work (N, T, C order types) and No Field Work compared to SWBT Retail No Field Work (N, T, C order types). UNE Combo Parity between Field Work compared to SWBT Field Work (N, T, C order types) and No Field Work compared to SWBT Retail No Field Work (N, T, C order types).

5b. Measurement	
Percent Installation Reports (Trouble Reports) Within 30 Days (I-30) of Installation - Design	
Definition:	
Percent of N, T, C orders by item that receive a customer trouble report within 30 calendar days of service order completion	
Exclusions:	
<ul style="list-style-type: none"> • UNE and Interconnection Trunks • Excludes orders that are not N, T, or C • Excludes trouble report received on the due date before service order completion • Excludes trouble tickets that are coded to Customer Premise Equipment, Interexchange Carrier/Competitive Access Provider, and Informational 	
Business Rules:	
A trouble report is counted if it flagged on WFA (Work Force Administration) as a trouble report that had a service order completion within 30 days. It cannot be a repeat report. The order flagged against must be an addition in order for the trouble report to be counted. Specials are selected based on a specific service code off of the circuit ID. The denominator for this measure is the total count of orders posted within the reporting month. (However, the denominator will at a minimum equal the numerator). The numerator is the number of trouble reports received within 30 days of service order completion and closed within the reporting month.	
Levels of Disaggregation:	
See Measurement 4b.	
Calculation:	Report Structure:
(Count of circuits that receive a customer trouble report within 30 calendar days of service order completion ÷ total circuits (excludes trouble reports received on the due date)) * 100	Reported for CLEC, all CLECs and SWBT
Benchmark:	
Parity with SWBT Retail	

5c. Measurement
Percent Installation Reports (Trouble Reports) Within “X” calendar days, where “X” is 10 calendar days for 8db loops and 30 calendar days for all other UNEs (I-10/30) of Installation- UNE
Definition:
Percentage of UNEs that receive a customer trouble report within X” calendar days, where “x” is 10 calendar days for 8db loops and 30 calendar days for all other UNEs, of service order completion.
Exclusions:
<ul style="list-style-type: none"> • Specials and Interconnection Trunks • Excludes UNE Combos captured in the POTS or Specials measurements • Excludes trouble report received on the due date before service order completion • Excludes trouble tickets that are coded to Customer Premise Equipment, Interexchange Carrier/Competitive Access Provider, and Informational • Excludes loops without test access - BRI • Excludes orders that are not N, T, or C • Excludes DSL loops > 12Kf with load coils, repeaters, and/or excessive bridged tap for which the CLEC has not authorized conditioning unless coded to the Central Office. • Excludes PTRs • Excludes trouble reports caused by lack of digital test capabilities on 2-wire BRI and IDSL capable loops where acceptance testing is available and not selected by the CLEC. • Excludes trouble reports for DSL stand alone loops caused by the lack of loop acceptance testing between CLEC and SWBT due to CLEC reasons on the due date.
Business Rules:
A trouble report is counted if it is received within “X” calendar days, where “X” is 10 calendar days for 8db loops and 30 calendar days for all other UNEs, calendar days of a service order completion. UNEs are selected based on a specific service code off of the circuit ID. This measurement is reported at a circuit level. The denominator for this measure is the total count of circuits posted within the reporting month. (However, the denominator will at a minimum equal the numerator). The numerator is the number of trouble reports received within “X” calendar days where “X” is 10 calendar days for 8db loops and 30 calendar days for all other UNEs, calendar days of service order completion that were closed during the reporting month.
Levels of Disaggregation:

<ul style="list-style-type: none"> • UNEs contained in the UNE price schedule, and / or agreed to by the parties • DSL loops with line Sharing • DSL loops with no line sharing • Broadband service product (Note: Additional disaggregations may be required as necessary in the future. 	
Calculation:	Report Structure:
(Count of UNEs that receive a customer trouble report within "X" calendar days where "X" is 10 calendar days for 8db and 30 calendar days for all other UNEs, of service order completion ÷ total UNEs) * 100	Reported for CLEC and all CLECs, SWBT or its affiliate.
Benchmark:	
See following:	
Parity:	Retail Comparison
1. 8.0 dB Loop with Test Access and 8.0 dB Loop without Test Access (FW/NFW)	POTS (Bus FW/NFW)
2. 5.0 dB Loop with Test Access and 5.0 dB Loop without Test Access	Parity with SWBT VGPL
3. BRI Loop with Test Access	ISDN
4. ISDN BRI Port	ISDN
5. DS1 Loop with Test Access	DS1
6. DS1 Dedicated Transport	DS1
7. Subtending Channel (23B)	DDS
8. Subtending Channel (1D)	DDS
9. Analog Trunk Port	VGPL
10. Subtending Digital Direct Combination Trunks	VGPL
11. DS3 Dedicated Transport	DS3
12. Dark Fiber	DS3
13. DSL Loops – Line Sharing	DSL Loops with line sharing (ASI or SWBT Retail)
14. DSL Loops – No Line Sharing	6.0% (No Critical z-value applies)

6a. Measurement	
Mean Installation Interval – POTS	
Definition:	
Average business days from application date to completion date.	
Exclusions:	
<ul style="list-style-type: none"> • Excludes customer caused misses • Field Work orders – excludes customer requested due dates greater than 5 business days • No Field Work orders – excluded if order applied for before 3:00 PM; and the due date requested is not same day; and if order applied for after 3:00 PM; and the due date requested is beyond the next business day • Excludes all orders except N, T, and C orders • Excludes Weekends and Holidays • Excludes expedites for which the CLEC pays 	
Business Rules:	
<p>The clock starts on the Application Date, which is the day that SWBT receives a correct Service Order (EASE) / LSR (LEX or EDI). The clock stops on the Completion Date that is the day that SWBT personnel complete the service order activity. Orders are included in the month they are completed. There are 2 types of orders in the measurement. Same Day Due orders (defined as distribution time EQUAL or BEFORE 3:00 PM and Application Date = Distribution Date = Due Date. Next Day Due orders (defined as distribution time AFTER 3:00 PM and Application Date = Distribution Date and Due Date is 1 business day after Application Date. If the order is Same Day Due, then (Completion – Application Date), if the order is Next Day Due, then ((Completion – Next Business Day) + 1). UNE COMBOs, are reported at order level.</p>	
Levels of Disaggregation:	
<p>POTS</p> <ul style="list-style-type: none"> • Field Work (FW) • No Field Work (NFW) • Business class of service • Residence class of service <p>UNE Combo</p> <ul style="list-style-type: none"> • Field Work (FW) • No Field Work (NFW) 	
Calculation:	Report Structure:
$\frac{[\sum(\text{completion date} - \text{application date})]}{(\text{Total number of orders completed})}$	Reported for CLEC, all CLECs and SWBT

Benchmark:

Resale POTS parity between Field Work compared to SWBT Field Work (N, T, C order types) and No Field Work compared to SWBT Retail Field Work (N, T, C order types). UNE Combo Parity between Field Work compared to SWBT Field Work (N, T, C order types) and No Field Work compared to SWBT Retail Field Work. (N, T, C order types)

6b. Measurement	
Average Installation Interval - Design	
Definition:	
Average business days from application date to completion date for N, T, C orders by item or circuit.	
Exclusions:	
<ul style="list-style-type: none"> • UNE and Interconnection Trunks • Excludes orders that are not N, T, or C • Excludes circuits that have a customer requested Due Date greater than 20 business days • Excludes Weekends and Holidays • Excludes Customer Caused Misses • Excludes expedites for which the customer paid 	
Business Rules:	
The Application Date is the day that the customer initiated the service request. The Completion Date is the day that SWBT personnel complete the service order activity by circuit. The base of items is out of WFA (Work Force Administration) and this measure is reported at circuit level.	
Levels of Disaggregation:	
See Measurement 4b.	
Calculation:	Report Structure:
$[\Sigma(\text{completion date} - \text{application date})] \div (\text{Total number of circuits completed})$	Reported for CLEC, all CLECs and SWBT
Benchmark:	
Parity with SWBT Retail	

6c. Measurement	
Percent (UNEs) Installations Completed Within The Customer Requested Due Date	
Definition:	
Measure of orders completed within the customer requested due date when that date is greater than or equal to the standard offered interval as defined in the CLEC manual or if expedited (accepted or not accepted), the date agreed to by SWBT.	
Exclusions:	
<ul style="list-style-type: none"> • Specials and Interconnection Trunks • Excludes UNE Combos captured in the POTS or Specials measurements • Exclude orders that are not N, T, or C • Excludes customer caused misses • Excludes Weekends and Holidays • Excludes orders captured in PM 6c.1 (LNP With Loop) 	
Business Rules:	
The Application Date is the day that the customer initiated the service request. The Completion Date is the day that SWBT personnel complete the service order activity by circuit. For orders requiring negotiated due dates, the negotiated due date will be considered the customer requested due date. This measure includes expedites agreed to by SWBT. This measure is reported at a circuit level..	
Levels of Disaggregation:	
<ul style="list-style-type: none"> • UNEs contained in the UNE price schedule, and / or agreed to by the parties. • DSL loops with line Sharing • DSL loops with no line sharing • Broadband service product (Note: Additional disaggregations may be required as necessary in the future. 	
Calculation:	Report Structure:
Count of orders installed within the customer requested due date ÷ total orders) * 100	Reported for CLEC and all CLECs, and SWBT for parity measures affiliate as appropriate.
Benchmark:	

95% within the customer requested due date. The following standard offered intervals apply:

- **2 Wire Analog and Digital and INP (1-10) – 3 Days**
- **2 Wire Analog and Digital and INP (11-20) – 7 Days**
- **2 Wire Analog and Digital and INP (20+) – 10 Days**
- **BRI Loops (1-10) – 4 Days**
- **BRI Loops (11-20) – 10 Days**
- **BRI Loops (20+) – Negotiate**
- **DS1 loop(includes PRI) (1-10) – 3 Days**
- **DS1 loop(includes PRI) (11-20) – 7 Days**
- **DS1 loop(includes PRI) (20+) – 10 Days**
- **Switch Ports – Analog Port – 2 Days**
- **Switch Ports – BRI Port (1-50) – 3 Days**
- **Switch Ports – BRI Port (50+) - 5 Days**
- **Switch Ports – PRI Port (1-20) – 5 Days**
- **Switch Ports – PRI Port (20+) – 10 Days**
- **DS1 Trunk Port (1 to 10) – 3 days**
- **DS1 Trunk Port (11 to 20) – 5 Days**
- **DS1 Trunk Port (20+) – ICB**
- **Dedicated Transport (DS0, DS1, and DS3) (1 to 10) – 3 days**
- **Dedicated Transport (DS0, DS1, and DS3) (11 to 20) – 5 Days**
- **Dedicated Transport (DS0, DS1, and DS3) (20+) and all other types – ICB**
- **DSL with no Line Sharing – Non Conditioned – 5 Days**
- **DSL with no Line Sharing – Conditioned – 10 Days**
- **Broadband DSL with no Line Sharing – Non Conditioned – 5 Days**
- **Broadband DSL with no Line Sharing – Conditioned – 10 Days**

Parity with ASI (or SWBT Retail)

- **DSL with Line Sharing**
- **Broadband DSL with Line Sharing**

90% within the customer requested due date. The following standard offered intervals apply:

- **INP (1-10 Numbers) – 3 days**
- **INP (11-20 Numbers) – 7 days**
- **INP (> 20 Numbers) – 10 days**

6c. 1 Measurement
Percent Installations Completed within the Customer Requested Due Date for LNP With Loop
Definition:
Percent installations completed within the customer requested due date when that date is greater than or equal to the standard offered interval as defined in the CLEC manual or if expedited (accepted or not accepted), the date agreed to by SWBT
Exclusions:
<ul style="list-style-type: none"> • Specials and Interconnection Trunks. • Excludes UNE Combinations captured in the POTS or Specials measurements. • Exclude orders that are not N, T, or C. • Excludes customer caused misses. • NPAC caused delays unless caused by SWBT.
Business Rules:
<p>The start time is the date of the receipt of an accurate LSR. The Completion Date is the day that SWBT personnel complete the service order activity. If the CLEC submits the LSR prior to 3:00 p.m. the CLEC may request a 3 day interval. If the LSR is submitted after 3:00 p.m. the CLEC can request a 4 day interval. The base of items is out of WFA (Work Force Administration) and it is reported at an order level to account for different measurement standards based on the number of circuits per order.</p> <p>For partial LNP conversions that require restructuring of customer account:</p> <ul style="list-style-type: none"> • 1-30 TNs: Add one additional day to the FOC interval. The LNP due date intervals will continue to be three business days and five business days from the receipt of the FOC depending on whether the NXX has been previously opened or is new. • >30 TNs, including entire NXX: The due dates are negotiated.
Levels of Disaggregation:

<ul style="list-style-type: none"> • Aggregate <ul style="list-style-type: none"> ➤ Loop with LNP (1-10) ➤ Loop with LNP (11-20) ➤ Loop with LNP (>20) • CHC – Diagnostic <ul style="list-style-type: none"> ➤ Loop with LNP (1-10) ➤ Loop with LNP (11-20) ➤ Loop with LNP (>20) • FDT – Diagnostic <ul style="list-style-type: none"> ➤ Loop with LNP (1-10) ➤ Loop with LNP (11-20) ➤ Loop with LNP (>20) 	
Calculation:	Report Structure:
Count of N, T, C orders installed within customer requested due date ÷ total N, T, C orders excluding those requested earlier than the standard offered interval) * 100	Reported for CLEC and all CLECs.
Benchmark:	
95% within the customer requested due date for aggregate only. CHC and FDT are provided on a diagnostic basis and are not subject to damages or assessments.	

7a. Measurement	
Average Delay Days For SWBT Caused Missed Due Dates - POTS	
Definition:	
Average calendar days from due date to completion date on company missed orders.	
Exclusions:	
<ul style="list-style-type: none"> Excludes orders that are not N, T, or C. 	
Business Rules:	
<p>The Due Date is the customer requested due date when that date is greater than or equal to the offered interval, or if expedited (accepted or not accepted), the date agreed to by SWBT which is the due date reflected on the FOC. The Completion Date is the day that SWBT personnel complete the service order activity.</p> <p>Combinations are reported by the order that completes the service activity.</p>	
Levels of Disaggregation:	
POTS <ul style="list-style-type: none"> Field Work (FW) No Field Work (NFW) Business class of service Residence class of service UNE Combo – <ul style="list-style-type: none"> Field Work (FW) No Field Work (NFW) 	
Calculation:	Report Structure:
$\frac{\Sigma(\text{Completion date} - \text{due date})}{(\text{total \# of completed orders with a SWBT caused missed due date})}$	Reported for CLEC, all CLECs and SWBT.
Benchmark:	
Resale POTS parity between Field Work compared to SWBT Field Work (N, T, and C order types) and No Field Work compared to SWBT Retail No Field Work (N, T, and C order types). UNE Combo Parity between Field Work compared to SWBT Field Work (N, T, and C order types) and No Field Work compared to SWBT Retail No Field Work (N, T, and C order types).	

7b. Measurement	
Average Delay Days For SWBT Caused Missed Due Dates - Design	
Definition:	
Average calendar days from due date to completion date on company missed circuit orders.	
Exclusions:	
<ul style="list-style-type: none"> • UNE and Interconnection Trunks. • Excludes orders that are not N, T, or C. • Excludes Customer Caused Misses 	
Business Rules:	
The calculation is the difference in calendar days between the completion date and the due date. The source is WFA (Work Force Administration) and is at an item or circuit level. Specials are selected based on a specific service code off of the circuit ID.	
Levels of Disaggregation:	
See Measurement 4b.	
Calculation:	Report Structure:
$\Sigma(\text{Completion date} - \text{committed circuit due date}) \div (\# \text{ of posted} - \text{circuits with a SWBT caused missed due date})$	Reported by CLEC, all CLECs and SWBT Retail Specials.
Benchmark:	
Parity with SWBT Retail.	

7c. Measurement	
Average Delay Days For SWBT Caused Missed Due Dates	
Definition:	
Average calendar days from the customer requested due date when that date is greater than or equal to the offered interval, or if expedited (accepted or not accepted), the date agreed to by SWBT which is the due date reflected on the FOC, to completion date on company missed UNEs (8db loops are measured at an order level).	
Exclusions:	
<ul style="list-style-type: none"> • Specials and Interconnection Trunks. • Excludes UNE Combos captured in the POTS or Specials measurements. • Excludes orders that are not N, T, or C. • Excludes any incremental days attributable to the CLEC after the initial SWBT caused delay. Does not exclude No Access attributable to the end user after the initial due date has been missed by SWBT. 	
Business Rules:	
The calculation is the difference in calendar days between the completion date and the FOC due date. The Due Date is the customer requested due date when that date is greater than or equal to the offered interval. If expedited (accepted or not accepted), the Due Date is the date agreed to by SWBT, which is the due date reflected on the FOC. The data is reported at a circuit level UNEs are selected based on a specific service code off of the circuit ID. This measurement is reported at a circuit level for all UNEs with the exception of 8db loops, which are reported at an order level to facilitate comparison with POTS retail.	
Levels of Disaggregation:	
UNEs contained in the UNE price schedule, and/or agreed to by parties. <ul style="list-style-type: none"> • DSL loops with line Sharing • DSL loops with no line sharing • Broadband service product (Note : Additional disaggregations may be required as necessary in the future) 	
Calculation:	Report Structure:
$\frac{\Sigma(\text{Completion date} - \text{committed UNE (8db loops are measured at the order level due date as described in the business rules above)})}{\text{(# of posted UNEs (total completed orders for 8db loops) with SWBT caused missed due dates)}}$	Reported for CLEC and all CLECs, SWBT or affiliates.
Benchmark:	

Parity:	Retail Comparison
1. 8.0 dB Loop with Test Access and 8.0 dB Loop without Test Access (FW)	POTS (Res./Bus FW)
2. 8.0 dB Loop with Test Access and 8.0 dB Loop without Test Access (NFW)	POTS (Res./Bus NFW)
3. 5.0 dB Loop with Test Access and 5.0 dB Loop without Test Access	Parity with SWBT VGPL
4. BRI Loop with Test Access	ISDN/BRI
5. ISDN BRI Port	ISDN/BRI
6. DS1 Loop with Test Access	DS1
7. DS1 Dedicated Transport	DS1
8. Subtending Channel (23B)	DDS
9. Subtending Channel (1D)	DDS
10. Analog Trunk Port	VGPL
11. Subtending Digital Direct Combination Trunks	VGPL
12. DS3 Dedicated Transport	DS3
13. Dark Fiber	DS3
14. DSL Loops – Line Sharing	DSL Loops with line sharing (ASI or SWBT Retail)
15. DSL Loops – No Line Sharing	6.5 Days - No Critical z value applies
16. Broadband DSL Loops – Line Sharing	DSL Loops with line sharing (ASI or SWBT Retail)
17. Broadband DSL Loops – No Line Sharing	6.5 Days - No Critical z value applies

8. Measurement
Average Installation Interval - DSL
Definition:
Average business days from application date to completion date for N, T, and C orders excluding customer caused misses and customer requested due date greater than the offered interval.
Exclusions:
<ul style="list-style-type: none"> • Exclude orders that are not N, T, or C. • Excludes customer requested due dates greater than the offered interval • Excludes customer caused misses. • Excludes Weekends and Holidays. • Excludes expedites (less than 3 days). • Excludes Rejects for non-conformance as to PSD masks if, and only if, the CLEC requests such qualification on the LSR • Excludes any incremental days attributable to the CLEC after the initial SWBT caused delay. Does not exclude No Access attributable to the end user after the initial due date has been missed by SWBT.
Business Rules:

The Application Date is the day that the customer authorizes SWBT to provision the DSL based on the loop qualification. . If the CLEC uses the “one-step” process (combined loop qualification request and LSR), and the loop qualification determines that the existing loop, in its current condition, meets the CLEC’s specifications, SWBT will initiate the service order when the loop qualification is returned from SWBT engineering and this date will be the application date. If the loop in its current condition does not meet the CLEC’s specifications, SWBT will reject the LSR back to the CLEC and wait for a supplement from the CLEC notifying SWBT of the appropriate action to take. If the CLEC supplements the LSR to order the DSL, SWBT will issue the order and the application date will be the date that SWBT receives the supplement. If the CLEC uses the “two-step” process (loop qualification performed on a pre-order basis) or waives the loop qualification for a loop that pre-qualifies as “green,” SWBT will issue the order upon receipt of a valid LSR and the Application Date will be the date that SWBT receives the valid LSR. The Completion Date is the day that SWBT personnel complete the service order activity. If the CLEC has requested that Cooperative Acceptance Testing be performed on the loop, the Completion Date is the day that successful Cooperative Acceptance Testing is completed. This is reported at a circuit level. NOTE: For all of the above scenarios, the CLEC’s specifications for the loop will be considered met under the following circumstances:

If the CLEC has specified “AS IS” on the initial LSR, the loop meets the CLEC’s specifications if the loop qualification does not show that the end user’s address is served exclusively by Digital Loop Carrier (“DLC”).

If the CLEC has pre-authorized conditioning on the initial LSR, the loop meets the CLEC’s specifications if the loop qualification does not show that the end user’s address is served exclusively by DLC. Any load coils, repeaters and/or bridged/end tap greater than or equal to 2.5 kft, revealed on the loop qualification will be removed per the requirements of the SPEC code. If the CLEC pre-authorizes conditioning, CLEC will not have to provide an additional LSR requesting provision of the loop.

Levels of Disaggregation:

- Loops requiring no conditioning with Line Sharing
- Loops requiring conditioning with Line Sharing
- Loops requiring no conditioning with no Line-Sharing
- Loops requiring conditioning with no Line-Sharing
- Broadband service product (Note: Additional disaggregations may be required as necessary in the future.

Calculation:

$$[\Sigma(\text{completion date} - \text{application date})] \div (\text{Total number of orders completed})$$

Report Structure:

Reported for CLEC and all CLECs, SWBT or Affiliate.

Benchmark:

- **Non-Conditioned Loops with no line sharing– 5 Business Days. Critical z-value applies.**
- **Conditioned Loops with no line sharing – 10 Business Days. Critical z-value applies.**
- **Loops with line sharing – Parity with ASI or SWBT Retail**

9. Measurement	
Average Response Time for Manual Loop Make-Up Information	
Definition:	
The average time required to provide loop qualification for XDSL capable loops measured in business days.	
Exclusions:	
Manual requests for Loop Makeup Information not initiated by the CLEC; however, manual requests initiated by the LSC as part of the ordering process when no mechanized loop qualification data is available will be included.	
Business Rules:	
<p>For a DataGate/EDI/CORBA or Verigate initiated request, the start date and time is when the request is received in the Loop Qual System. The end date and time for the DataGate/EDI/CORBA or Verigate request is when the loop makeup information has either has been e-mailed back to the CLEC or, if the CLEC does not want email, is available in the Loop Qual System.</p> <p>For manual requests for Loop Makeup Information initiated by the LSC as part of the ordering process, the start date and time is the receipt date and time of the good LSR. The end date and time is when the loop makeup information is available in the Loop Qual System.</p> <p>SWBT will provide raw data to CLECS in an agreed to format, on a monthly basis, without the need for a request from a CLEC, until such time as both parties agree it is no longer necessary.</p>	
Levels of Disaggregation:	
None	
Calculation:	Report Structure:
$\Sigma(\text{Date and Time the Loop Qualification is made available to CLEC} - \text{Date and Time the CLEC request is received}) / \text{Total number of loop qualifications}$	CLEC, All CLECs and SWBT or its' affiliates (or SWBT acting on behalf of its' affiliates).
Benchmark:	
3 business days. Critical z-value applies.	

Maintenance

10a. Measurement	
Percent Missed Repair Commitments - POTS	
Definition:	
Percent of trouble reports not cleared by the commitment time.	
Exclusions:	
<ul style="list-style-type: none"> Excludes all disposition code “13” reports (excludable reports) with the exception of code 1316 unless the report is taken prior to the completion of the service order. 	
Business Rules:	
The commitment date and time is established when the repair report is received. The cleared time is the date and time that SWBT personnel clear the repair activity and complete the trouble report. If this is after the Commitment time, the report is flagged as a ‘Missed Commitment’.	
Levels of Disaggregation:	
POTS <ul style="list-style-type: none"> Business class of service Residence class of service Dispatch No Dispatch UNE Combo <ul style="list-style-type: none"> Dispatch No Dispatch 	
Calculation:	Report Structure:
(Count of trouble reports not cleared by the commitment time ÷ total trouble reports) * 100	Reported for CLEC, all CLECs and SWBT
Benchmark:	
POTS – Parity with SWBT Retail. UNE Combo – Parity with SWBT Business and Residence combined.	

10b. Measurement	
Percent Missed Repair Commitments - UNE	
Definition:	
Percent of trouble reports not cleared by the commitment time for SWBT reasons.	
Exclusions:	
<ul style="list-style-type: none"> • Specials and Interconnection Trunks • Excludes all UNE Combinations • Excludes trouble tickets that are coded to Customer Premise Equipment, Interexchange Carrier/Competitive Access Provider, and Informational 	
Business Rules:	
The commitment time is defined as 24 hours for both 8.0dB loops and DSL line sharing. If the cleared date and time minus the receive date and time > 24 hours, it counts as a trouble report that missed the repair commitment. UNEs are selected based on a specific service code off of the circuit ID. (If at such time, the contractual commitment for DSL line sharing changes, this measurement will be changed to reflect the appropriate interval.)	
Levels of Disaggregation:	
<ul style="list-style-type: none"> • “POTS type” loops (2-Wire Analog 8dB Loop) with test access • DSL Line Sharing 	
Calculation:	Report Structure:
(Count of trouble reports not cleared by the commitment time for company reasons ÷ total trouble reports) * 100	Reported for each CLEC, all CLECs and SWBT and SWB affiliate.
Benchmark:	
<ul style="list-style-type: none"> • Parity with SWBT POTS Business • Parity with ASI (or SWBT Retail) for DSL line sharing 	

11a. Measurement	
Percent Repeat Reports - POTS	
Definition:	
Percent of customer trouble reports received within 10 calendar days of a previous customer report.	
Exclusions:	
<ul style="list-style-type: none"> Excludes subsequent reports. A subsequent report is one that is received while an existing repair report is open Excludes disposition code "13" reports (excludable reports) with the exception of code 1316 unless the report is taken prior to the completion of the service order. Excludes reports caused by customer provided equipment (CPE) or wiring 	
Business Rules:	
Includes customer trouble reports received within 10 calendar days of an original customer report. When the second report is received in 10 days, the original report is marked as an Original of a Repeat, and the second report is marked as a Repeat. If a third report is received within 10 days, the second report is marked as an Original of a Repeat as well as being a Repeat, and the third report is marked as a Repeat. In this case there would be two repeat reports.	
Levels of Disaggregation:	
POTS <ul style="list-style-type: none"> Business class of service Residence class of service UNE Combo - None	
Calculation:	Report Structure:
Count of customer trouble reports, not caused by CPE or wiring and excluding subsequent reports, received within 10 calendar days of a previous customer report ÷ total customer trouble reports not caused by CPE or wiring and excluding subsequent reports) * 100	Reported by CLEC, all CLECs and SWBT
Benchmark:	
POTS – Parity with SWBT Retail. UNE Combo – Parity with SWBT Business and Residence combined.	

11b. Measurement	
Percent Repeat Reports - Design	
Definition:	
Percent of customer trouble reports received within 30 calendar days of a previous customer report.	
Exclusions:	
<ul style="list-style-type: none"> • UNE and Interconnection Trunk • Excludes trouble tickets that are coded to Customer Premise Equipment, Interexchange Carrier/Competitive Access Provider, and Informational 	
Business Rules:	
Includes customer trouble reports received within 30 calendar days of an original customer report. When the second report is received in 30 days, the original report is marked as an Original of a Repeat, and the second report is marked as a Repeat. If a third report is received within 30 days, The second report is marked as an Original of a Repeat as well as being a Repeat, and the third report is marked as a Repeat. In this case there would be two repeat reports.	
Levels of Disaggregation:	
See Measurement 4b.	
Calculation:	Report Structure:
Count of network customer trouble reports received within 30 calendar days of a previous customer report ÷ total network customer trouble reports) * 100	Reported by CLEC, all CLECs and SWBT
Benchmark:	
Parity with SWBT Retail	